# **Vocational Rehabilitation Services Manual D-500: Business Procedures for VR Staff**

Revised July 1, 2022

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## D-510: Retrieving and Disseminating Criminal History Record Information

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### D-510-5: Responding to a Request

All requests made to secure site users must be handled within three business days.

Secure site users should cut and paste the criminal record, or the search result showing that no criminal record was found, into a blank Word document. The document must then be attached and forwarded to the requestor in an email with the subject line <ENCRYPT> CCH Response to ensure that it will be encrypted automatically.

Secure site users should include the following message in the email:

"Enclosed you will find the results of the CCH records search you requested. The CCH should be used for vocational rehabilitation (VR) planning purposes only. The CCH results must be purged and destroyed (for example, deleting them from email and then deleting them from the Deleted folder in the email application, such as Outlook) immediately after the criminal history record has served its immediate purpose for which it was obtained. For example, after the VR counselor discusses the implication of the CCH results with the customer, the VR counselor must immediately destroy the CCH results. VR may release the fingerprint-based CCH results to the customer or customer’s representative if there is a valid release or written request prior to the destruction of the fingerprint-based CCH results by the VR counselor. The name-based CCH results are not to be printed for any reason. For specific information about release of these records, refer to [VRSM A-208-2: Release of Customer Criminal History Records](https://twc.texas.gov/vr-services-manual/vrsm-a-200%22%20%5Cl%20%22a208-2). Neither type of CCH result (name-based or fingerprint-based) are not to be stored in a paper case file or the customer’s virtual case file under any circumstances."

A response template must instruct the requestor to use the same process to delete the criminal history information from the electronic system.

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